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OCT 11 2005

**PATENT APPLICATION**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of

Docket No: Q63703

Alban COUTURIER

Appln. No.: 09/816,465

Group Art Unit: 2643

Confirmation No.: 6482

Examiner: Harry S. Hong

Filed: March 26, 2001

For: A MODULAR SYSTEM FOR MANAGING SERVICE CALLS, IN PARTICULAR  
TELECOMMUNICATION SERVICE CALLS

**AMENDMENT UNDER 37 C.F.R. § 1.111**

**MAIL STOP AMENDMENT**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated May 11, 2005, please amend the above-identified  
application as follows on the accompanying pages.